

**CLASS SPECIFICATION**  
**County of Fairfax, Virginia**

**CLASS CODE:** 4169    **TITLE:** PUBLIC SAFETY COMMUNICATOR I    **GRADE:** P-15

**DEFINITION:**

Under general supervision, serves in the Department of Public Safety Communications on an assigned 12-hour shift, serving as call-taker for emergency or non-emergency telephone calls; and performs related duties as required.

**DISTINGUISHING CHARACTERISTICS OF THE CLASS:**

All Public Safety Communicator positions are established at the Public Safety Communicator III level. Incumbents classified as Public Safety Communicator III must be proficient in call taking and two of the three remaining public safety communications specialties (I. e., police dispatching, fire/emergency medical service dispatching, or teletype operations). Incumbents proficient in call taking and one other specialty serve in an underfill capacity as Public Safety Communicators II until successful completion of a prescribed training program and certification in a second specialty. Incumbents only proficient in call-taking serve in an underfill capacity as Public Safety Communicators I until successful completion of a prescribed training program and certification in an additional specialty, at which time they are noncompetitively promoted to Public Safety Communicator II. All Public Safety Communicators must be proficient in call taking. Incumbents rotate among the various functions as the workload requires.

**ILLUSTRATIVE DUTIES:**

Operates an Automatic Call Distributing console to answer, screen and process incoming emergency and non-emergency calls for service from the general public or other public safety agencies for the protection of life and property;  
Provides caller with life-saving instructions until assistance arrives, as needed;  
Gathers, classifies and supplements pertinent information obtained from the caller and enters it into the computer-aided dispatch (CAD) system, using the appropriate screens;  
Operates a CAD terminal/keyboard and automated mapping system to enter calls and verify locations;  
Uses ACD Agent and its associated features to answer and transfer calls;  
During a life-threatening emergency, establishes communications with the caller and maintains control of the conversation until units arrive on the scene;  
Establishes communication with hearing-impaired callers by activating the text telephone to determine if assistance is needed;  
During computer down time, operates the back-up telephone system and uses the street directory, telephone lists, and complaint cards to generate the appropriate public safety response;  
Provides information or directions to callers, police officers, fire/EMS units, and other public safety agencies, adhering to Police Department and Fire Department policies and procedures governing the dissemination of information.

**KNOWLEDGE, SKILLS AND ABILITIES:**

By the end of the probationary period, thorough knowledge of the policies, procedures, ordinances, and regulations affecting public safety call-taking, and the ability to apply them appropriately;  
By the end of the probationary period, skill in operating a computer-aided dispatch system and

Automatic Call Distributing console to receive, record, and monitor data about emergency calls;  
Ability to listen and obtain essential information by telephone;  
Ability to listen and respond effectively to abusive and excited callers without deterioration of quality of service;  
Ability to quickly assess the scope and magnitude of an emergency;  
Ability to act quickly and decisively in an emergency;  
Ability to work calmly and effectively under stress;  
Ability to exercise tact and sound judgement;  
Ability to speak clearly and concisely;  
Ability to establish and maintain good working relationships with others.

**EMPLOYMENT STANDARDS:**

Any combination of education, experience and training equivalent to:  
High school graduation or possession of a G.E.D. issued by a state department of education;  
Within a specified time period, satisfactory completion of a prescribed training program in basic communications.

**CERTIFICATES AND LICENSES REQUIRED:**

Within a specified time period, trainees must attain the following:  
Basic Dispatcher certification;  
Certification in cardiopulmonary resuscitation (CPR);  
Certification in Automated External Defibrillation (AED);  
Certification in Emergency Medical Dispatch;  
Certification as a Virginia Criminal Information Network (VCIN) Operator Level B.

**NECESSARY SPECIAL REQUIREMENTS:**

Must be a citizen of the United States;  
Must successfully complete a criminal background investigation and a polygraph examination prior to appointment;  
Must be able to perform essential job functions (reasonable accommodation may be made on a case-by-case-basis);  
Must have never committed, been involved in, or been convicted of, a felony or serious misdemeanor;  
Must be of good character and reputation.

REVISED:	September 8, 2006
REVISED:	March 1, 2005
REVISED:	March 12, 1999
REVISED:	April 28, 1998
APPROVED:	October 21, 1985